

Application No.: 09/603,601

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Docket No.: 03042/100G691-US2

## REMARKS

In this amendment is added dependent claims 57, 58, 59, 60. Support for these claims can be found in the specification, page 5, lines 24-26, page 11, lines 14-19 and page 13, lines 14 et seq. The citations to the specification make clear that the expert determines the timing of responding to a question and page 1, lines 14-19 clarifies that an expert's action can take place in real-time. As a result, the expert need not be available to answer questions when a user presents them on a real-time basis. Indeed, the forum recited in the pending claims includes a virtual environment where an expert is available on a real-time basis as well as when an expert is merely available off-line according to his schedule.

Applicant requests that this supplemental amendment be entered and considered with the amendment dated November 29, 2004.

Should the Examiner have any questions, he is invited to contact the undersigned at the number given below.

Dated: February 1, 2005

Respectfully submitted,

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